

At West Hartford Libraries we'd like to know what you think, so please take our 5-minute survey! At the end of the survey you'll have the chance to win an all-new *Kindle touchscreen eReader*.

1 Are you a West Hartford resident? (Check one.) ☐ Yes ☐ No

2 West Hartford has three library buildings. Please check the West Hartford Libraries you have visited in the past *six months*: (Check all that apply.)

- ☐ Noah Webster Library (Town Center)
- ☐ Bishops Corner Library (Bishops Corner)
- ☐ Faxon Library (Elmwood)
- ☐ I have NOT been to any West Hartford Library in the past six months

3 What are the hours that you would typically like West Hartford's Libraries to be open: (Check all that apply.)

		Monday-Thursday	Friday	Saturday	Sunday
Early Morning	9am-10am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mid-Day	10am-6pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening	6pm-8pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Late Evening	8pm-9pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 If you have visited another Connecticut library in the past *six months* (besides West Hartford), please tell us the libraries you have visited: (Check all that apply.)

- ☐ East Hartford ☐ Newington
- ☐ Bloomfield ☐ Farmington
- ☐ Hartford ☐ Avon
- ☐ Simsbury ☐ Manchester

Other (please specify) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**5** If you have visited another Connecticut library in the past six months (besides West Hartford), please tell us why: (Check all that apply.)

- ☐ Other library's hours were more convenient
- ☐ Other library's staff is friendlier
- ☐ Other library staff is more helpful
- ☐ Library offered materials/services not available in West Hartford
- ☐ Parking is more convenient at the other library
- ☐ Attended a program at the other library
- ☐ Looking for specific book or title held at the other library
- ☐ Used their meeting room
- ☐ Other library is quieter
- ☐ I just like visiting other libraries
- ☐ Other library is more convenient (closer location)

Other (please specify) \_\_\_\_\_

**6** Do you currently have access **AT HOME** to: (Check all that apply.)

- ☐ A working computer      ☐ Internet
- ☐ I do NOT have any access to either a home computer or the internet

**7** Have you ever read an electronic book (e-book), used an e-reader (Kindle, Nook), or listened to an e-audio book (on a tablet, computer, or smartphone)?

- ☐ Yes      ☐ No

**8** Have you ever borrowed an e-book, e-audio, or e-magazine from the library? If you have, please check what you have borrowed: (Check all that apply.)

- ☐ e-book      ☐ e-audio      ☐ e-magazine
- ☐ I have NOT ever borrowed an e-book, e-audio, or e-magazine

**9** What type of technology (hardware or software) do you wish the library had, or had more of: (Check all that apply.)

- ☐ Desktop computers
- ☐ Laptops for checkout
- ☐ Mobile hotspots for checkout
- ☐ *GoPro* action cameras for checkout
- ☐ Tablets/iPads/eReaders for checkout
- ☐ Video camera and video editing equipment
- ☐ Publishing software like Publisher, In Design, Photoshop
- ☐ Software to help format and publish e-books
- ☐ Gaming consoles/equipment
- ☐ On-demand book printing machine

Other (please specify) \_\_\_\_\_

**10** Which types of programs would you (or your family) like to attend:  
(Check all that apply.)

- ☐ Literary events (author readings, book discussions)
- ☐ Cultural events (music, film, dance, drama or other arts)
- ☐ Consumer health, wellness, finance, and other how-to topics
- ☐ Civic engagement and current event presentations
- ☐ Business, career assistance and training
- ☐ Computer use, technology and training
- ☐ Hobbies and avocations, such as gardening, cooking, sports, outdoors
- ☐ Social events (trivia, gaming, networking)
- ☐ Literacy and language-learning programs

Other (please specify) \_\_\_\_\_

**11** How do you hear about library programs: (Check all that apply.):

- ☐ Word of mouth
- ☐ Library e-newsletter or library email notices
- ☐ By checking the library website
- ☐ By visiting the library (checking flyers)
- ☐ Social media (such as *Facebook, Twitter*)
- ☐ Print newspapers (such as the *Hartford Courant, WH Press*)
- ☐ Online news sources (such as *Patch.com, We-Ha.com*)

Other (please specify) \_\_\_\_\_

**12** If you use social media, which ones do you rely on to stay current or connected: (Check all that apply.)

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Facebook  | <input type="checkbox"/> Tumblr                           |
| <input type="checkbox"/> Twitter   | <input type="checkbox"/> Instagram                        |
| <input type="checkbox"/> YouTube   | <input type="checkbox"/> Periscope                        |
| <input type="checkbox"/> Snapchat  | <input type="checkbox"/> I do <u>NOT</u> use social media |
| <input type="checkbox"/> Pinterest |   |

Other (please specify) \_\_\_\_\_

**13** Which *age category* of programs are you (or your family) likely to attend: (Check all that apply.):

- |  |   |
|--|---|
| <input type="checkbox"/> Pre-Schooler (4 years or younger) | <input type="checkbox"/> Adult 2 (25 to 34 years) |
| <input type="checkbox"/> Children (5 to 10 years)          | <input type="checkbox"/> Adult 3 (35 to 44 years) |
| <input type="checkbox"/> Tween (11 or 12 years)            | <input type="checkbox"/> Adult 4 (45 to 54 years) |
| <input type="checkbox"/> Teen (13 to 17 years)             | <input type="checkbox"/> Adult 5 (55 to 64 years) |
| <input type="checkbox"/> Adult 1 (18 to 24 years)          | <input type="checkbox"/> Senior (65 and up)       |

- 14 If you care for children or tweens, and have visited any West Hartford Libraries in the past *six months*, how would you enhance the *pre-school/children/tween* space: (Check all that apply.)

- |  |  |
|--|--|
| <input type="checkbox"/> Increase the play area              | <input type="checkbox"/> Increase access to areas for parents to socialize |
| <input type="checkbox"/> Increase children's access to books |  |
| <input type="checkbox"/> Increase access to technology       | <input type="checkbox"/> I would not change anything                       |
| <input type="checkbox"/> Increase access to study spaces     |  |

Other (please specify) \_\_\_\_\_

- 15 Which new (or enhanced) programs and services would you like to see the library provide: (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> More technology training and classes         | <input type="checkbox"/> Resume and job hunting classes |
| <input type="checkbox"/> 3-D printers and maker space                 | <input type="checkbox"/> No opinion                     |
| <input type="checkbox"/> More group and study discussion spaces       |   |
| <input type="checkbox"/> Podcasting equipment and sound-proof studios |   |
| <input type="checkbox"/> Studio to record TED-type or other videos    |   |
| <input type="checkbox"/> More quiet spaces for study                  |   |

Other (please specify) \_\_\_\_\_

*Join Us*

for one of our **Community Conversations** to be held at the Libraries in July and August. We'll be talking about what we love about our town, what we wish for its future, and how the libraries can continue to be a part of that vision.

Let's talk about  
West HARTFORD!

continue survey-->

- 16** In what languages would you like to have more library materials - such as books programs, or services: (Check all that apply.)

	Materials	Programs	Services
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mandarin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portuguese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Russian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nepali	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Polish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Urdu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Italian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punjabi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____ (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 17** When you are looking for information, do you:  
(check all that apply)

- ☐ Use Google or another search engine
- ☐ Ask a librarian for help
- ☐ Use library materials (books, magazines, DVDs)
- ☐ Use an online resource or database provided by the library
- ☐ Ask a friend

Other (please specify) \_\_\_\_\_

**18** Please RANK each library resource area in order of importance to you:  
(Check one per row.)

	1 Extremely Important	2 Very Important	3 Important	4 Not Very Important	5 No Importance
Online learning (classes, seminars, languages, <i>lynda.com</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How-to programs (cooking, gardening, art, photography)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online databases ( <i>Consumer Reports</i> , <i>Value Line</i> , <i>Ancestry.com</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloadable materials (e-books, e-audio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Live presentations (authors, lectures, music, travelogues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion and writing groups (fiction, poetry, film, current events)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books, newspapers, magazines, and other print resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio-visual resources (audio books, DVDs, CDs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19 Which is your gender?

☐ Male ☐ Female

20 What is your ZIP Code?

☐ 06107 ☐ 06117

☐ 06119 ☐ 06110

Other ZIP Code:

21 What is your age? (Check one.)

☐ Youth (12 years and under)

☐ Teen (13 to 17 years)

☐ Adult 1 (18 to 24 years)

☐ Adult 2 (25 to 34 years)

☐ Adult 3 (35 to 44 years)

☐ Adult 4 (45 to 54 years)

☐ Adult 5 (55 to 64 years)

☐ Senior (65 and up)

22 If you would like to be entered in a drawing to win an **all-new Kindle touchscreen eReader**, please add your email and/or phone number below:

email \_\_\_\_\_ # \_\_\_\_\_

*Email/phone numbers will not be used for any purpose other than contacting the winner of the Kindle.*

23 Would you like to subscribe to the library's newsletter.

☐ YES. Use my address above, or: \_\_\_\_\_

24 Would you like to participate in a Community Conversation (focus group) session to be held in July or August?

☐ Yes, I would like to be contacted regarding a Community Conversation session.  
Use my address above, or \_\_\_\_\_

25 What else would you like to tell us? What excites you about West Hartford Libraries? What would make West Hartford libraries better? Please comment freely below:

Please return completed survey to any library service desk.

*Thank-you!*

